MITEL NETWORKS

Speech Server

ATTENDANT / UNIFIED MESSAGING USER GUIDE

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Getting Started

Purpose of this Guide

This guide provides procedures for managing calls, messages, tasks, meetings, and appointments on the Mitel Networks™ Speech Server system with the Unified Messaging option.

About Mitel Networks Speech Server

Mitel Networks Speech Server provides auto-attendant functionality with unified messaging.

- The auto-attendant guides you with prompts and responds to your spoken commands to direct your calls.

- The unified messaging stores your e-mails, voice mails, and faxes in one location, and lets you use the auto-attendant to access and manage your messages with any phone, anywhere at anytime. Other features also let you use a phone to manage your appointments, meeting requests, and tasks. All of this is possible because the Speech Server system interacts with Microsoft Exchange (Inbox, Contacts, Calendar, and Tasks) allowing you to to use voice commands that interact with Microsoft Outlook.

In order to communicate, the system uses speech recognition and Text-to-Speech (TTS) technologies.

Speech recognition

- Stores your voice print when you enroll and uses your voice print to identify you every time you log in

- Recognizes your natural voice commands and performs your requested task, for example, "Find messages"

- Recognizes names in your personal contact list and includes that contact within the task, for example, "Call Doctor Fisher."

Text-to-Speech

- Reads names that are not personally recorded

- Reads your text messages (e-mails and certain text attachments) over the phone

- Reads the sender and subject text of all of your messages (e-mails, faxes, and voice mails) that are in your Microsoft® Outlook Inbox

- Available in French, United Kingdom (U.K.) English, and North American (N.A.) English.

Note: The system supports Spanish auto-attendant prompts but does not support the playback of e-mails in Spanish.

Benefits of the System

You can

- Place calls to any number in the Company Directory with a name, extension, or department name, 24 hours a day from any phone.

- Place calls by name to your frequently-called numbers in your Personal Directory.

- Access the system from your home or cellular phone and use voice commands to place calls to numbers that are programmed in your Personal or Company Directory.

- With the Mobility/Forwarding option, forward your incoming calls to another number, for example, your home number, or cellular phone number.

- Listen to all of your messages from one inbox (Microsoft Exchange).

- Use your phone to listen to your e-mails. The Unified Messaging software is synchronized with the contact list in Microsoft Exchange and uses Text-to-Speech (TTS) to play your e-mail messages over the phone. You can reply with a voice message that will be sent as an e-mail attachment, or you can instruct the system to call the sender. The e-mail address of the sender is not required in the Personal or Company Directory, but the phone number must be listed in one of the directories.

- Use your phone to check for messages from a particular person. You can then reply to or forward the message to a name listed in your Personal Directory or the Company Directory.

- Use your pager or e-mail enabled device to be notified when a message arrives.

- Use the traditional touchtone phone commands to manage and access your messages.

- Use your Personal Web Page to set your messaging preferences and notification settings.

Optional features let you

- Send out meeting requests. Simply give the auto-attendant the list of names, the date, the start and end time, and record a message that will be e-mailed to your attendees.

- Create and manage your appointments in Calendar (Microsoft Exchange).

- Create and manage your tasks in Tasks (Microsoft Exchange).

- Search for and find faxes in your Inbox.

- Forward an e-mail or a fax to a fax machine for printing.

- Play customized VoiceXML scripts with the Enterprise Voice Portal option. These scripts are developed through Mitel Professional Services or through qualified dealers.

List of Features

The Speech Server - Unified Messaging system can provide the following features:

- Call by name
- Call by department
- Call by number
- Multi-level menuing
- Barge-in
- Check a number
- Call the operator
- Demo mode
- Expert mode
- Touchtone dialing
- Change language
- Mobility (Reach Me, Forwarding)
- Voice Portal
- One inbox for messages
- Notification
- Fax Integration
- Calendar management with your phone
- Task management with your phone
- Voice mail management with your PC
- Playback of voice messages through a phone as directed from Microsoft Outlook.

Enrolling on the System

The first time that you log in, the system will guide you through enrollment. After you have enrolled, you can begin using your Personal Directory.

Before you start, ensure that your system administrator has given you the following information:

- Speech Server extension _____ (2 to 7-digit number)
- Your Login ID _____ (10-digit number in North America; 11-digit number in the UK)
- Your PIN _____ (4 to 7-digit number)
- Your extension: programmed for ☐ Automatic Login (Partial or Full) OR ☐ Manual Login.
- The URL of the login page for your Personal Web Page _____

Logging into the Personal Web Page uses the same Login ID and PIN.

Tip: The URL has the server name between the slashes, for example, http://computername/login.html

Tip: You should change the PIN that was given to you. The PIN secures access to your Personal Directory. See Changing Your PIN, on page 10.

To enroll

1. Dial the Speech Server extension number. If your extension is programmed for a manual login, say "Login".
2. Say your PIN, say your login ID, and repeat your login ID to provide a voiceprint.
3. Record your name. Callers will hear this recording when they ask for your name.
4. Listen to the tutorial. At the end of the tutorial you will hear a tone or "Who would you like to call?".
5. You can now say the name of the person to whom you want to speak to.

Logging In

To log in from an extension with automatic login

- Dial the Speech Server extension number. You receive immediate access to the Company Directory and to your Personal Directory. You can say "Messenger," "Calendar," "Task Manager," or "User Options" to access the other system features.

Two types of automatic logins exist so you can choose the level of security that you want. You may want a security check before accessing your messages.

- Full Login gives immediate access to your messages after you say "Messenger." There is no verification.

- Partial Login gives you access to your messages after you say "Messenger" and enter your PIN.

Your system administrator usually programs the automatic login into your business extension number; however, you can program the type of automatic login you want for your cellular phone, pager, fax, and home phone numbers. If you want, you can change the login type for your business extension as well. See Programming Your Numbers, on page 10.

To log in from an extension or external number with manual login

> **Tip:** This procedure could apply to a company phone programmed with manual login, your home phone programmed with manual login, or a pay phone that you manually login with.

1. Dial the Speech Server extension number. You receive immediate access to the Company Directory.
2. Say "Login."
3. Say your 10-digit (for N.A. usage) or 11-digit (for U.K. usage) login ID so the system can verify your voice with the voiceprint registered during your enrollment. After the system verifies your voice, you have access to your Personal Directory, and you can say "Messenger", "Calendar", "Task Manager", or "User Options" to access other system features.

> **Note:** You can log into Messaging directly with touchtone commands. If you are calling from another phone (that is not assigned to you, has partial login, and is on the same system), dial the Speech Server extension number, and press ***M** [*6] on the phone. When the Attendant asks for a PIN, press ***,** and then dial your login ID and PIN to access your messages.

Recording Your Primary Greeting

To record your primary greeting

1. Dial the Speech Server extension number. Login if necessary.

2. Say "User Options" and then "Record my primary greeting."

3. When prompted, say your greeting, and then press the # key after completing the recording.

4. After hearing the recorded greeting, say "Yes" or "No" to accept or reject the greeting. If necessary, re-record your greeting until you are satisfied.

> **Note:** You can also record your primary greeting after saying "Messenger" or "Desktop." Simply follow the above procedure, but say "Messenger" or "Desktop" instead of "User Options."

> **Note: Greeting Options** within the **User Options** menu also lets you record your primary greeting, record an alternative greeting, and listen to your programmed greetings. See Setting User Options, on page 42.

> **Tip:** To listen to your programmed primary greeting, you can say "User options," "Greeting options," and then "Listen to primary greeting."

Changing Your Name Recording

The system records your name during your enrollment. If you wish to change your name recording at a later date, you can easily do so with the Attendant.

To change the recording of your name

1. Dial the Speech Server extension number. Login if necessary.

2. Say "Record my name." The system asks you if you want to record your name or hear your name.

3. Say "Record name."

4. Say your first and last name.

5. Say "Yes" to keep the recording.

Setting Your Personal Preferences

Program your personal preferences with your Personal Web Page.

Your personal Profile Settings show your personal directory and let you

- Program your phone numbers (cellular phone, home, fax, pager number, or voice mail)

Note: The programming of a voice mail number in the Personal Web Page is for a user that does not have access to unified messaging. Users with unified messaging have their voice mail number programmed in another server.

- Set your forwarding options (destination and expiration time)
- Set the prompt language (the language of the auto-attendant voice prompts, bilingual systems only)
- Set your messaging options
- Set your notification settings
- Change your PIN.

Accessing your Personal Web Page

To access your Personal Web Page

1. Open the browser window (Microsoft™ Internet Explorer 5.5 or greater) on your PC.
2. Enter the URL of the login page for your Personal Web Page. Get this URL from your administrator.
3. Enter your login ID and login PIN.
4. If the **User Interface Language** option is available (on bilingual systems only), select the language for your Personal Web Page from the drop-down menu.
5. Click **Login**, or press the **Enter** key.

Your Personal Web Page is displayed. If your login ID or PIN was incorrect you will receive the message "Access Denied". Enter your login ID and PIN correctly.

Tip: Bookmark the Speech Server login page in your browser.

Tip: If you cannot access your Personal Web page, contact your system administrator.

To view your profile settings

- In your Personal Web Page, click **My Settings**.

The settings that are in your Personal Web Page are dependent on the license that your system has.You can only view these settings. Contact your system administrator if you want to change these settings.

Personal Data	
First Name	Your first name as programmed in the system
Last Name	Your last name as programmed in the system
Nickname	Your nickname as programmed in the system
Department	The department that you belong to
Location	Your location
Login ID	Your 10-digit (for N.A.) or 11-digit (for U.K.) login ID
Language	Language setting
Features	
Expert Voice Interface	"enabled" or "disabled" In Expert Voice Interface mode, the Speech Server only provides a tone when you call into the system. If you make an error, the Speech Server provides prompts and instructions.

Features (continued)	
Mobility (Reach Me)	"enabled" or "disabled" Allows you to redirect your calls to your home, cellular phone, pager, fax number, voice mail, or temporary number.
Messaging	"enabled" or "disabled" Messaging allows all messages (e-mail, voice mail, and faxes) to be deposited in one location for the Unified Messaging user. The user can then use voice commands to identify the messages, to listen to e-mails or voice mails, to forward e-mails or faxes to a fax machine of his/her choice, and to respond to messages. Note that forwarding e-mails and faxes to a fax machine requires the Fax Integration option.
Notification	"enabled" or "disabled" Notification allows Unified-messaging users to use their numeric pager or e-mail-enabled device to notify them when a pre-selected type of messages arrives.
Status	
Account Code	"enabled" or "disabled' Allows the system to dial the appropriate account code when making an outgoing call.
Call Restrictions	
From Internal	Displays the restriction that is applied to calls that you make from an internal extension.Your internally generated calls can be restricted to • Internal calls only • Internal and Local calls • Internal, Local, and Toll calls; or • Internal, Local, Toll, and International calls.
From External	Displays the call restriction that is applied when you call into the Speech Server extension from an external number. Your externally generated calls can be restricted to • Internal calls only • Internal and Local calls • Internal, Local, and Toll calls; or • Internal, Local, Toll, and International calls.
Mobility (Reach Me)	Displays the call forwarding settings. Call forwarding can be restricted to • Internal calls only • Internal and Local calls • Internal, Local, and Toll calls; or • Internal, Local, Toll, and International calls **Note**: Controlling mobility via the phone is only available in English and French.

To exit your Personal Web Page

- In the top right-hand corner of the browser window, click ☒ .

Changing Your PIN

To change your PIN

1. In your Personal Web Page, click **Change PIN**.
2. Enter your current PIN.
3. Enter your new PIN (4- to 7-digit number).
4. Re-enter your PIN as a confirmation.
5. Click **Change**.
6. Click **OK**.

The next time you want to log into your Personal Web Page you must enter your login ID and new PIN.

Programming Your Numbers

To program your cellular phone, home, fax, voice mail and/or pager number

1. In your Personal Web Page, click **Phone Numbers**.
2. Select the Location/Device that you want to program. Note that you cannot change your office number. Only the administrator can set your office number.
3. In the **Number** field, enter the digits that you would dial from your phone. See your system administrator for information about your dialing plan. If you are able to program your voice mail number, enter the voice mail number that the administrator will give you.

📝 **Note:** The programming of a voice mail number in the Personal Web Page is for a user that does not have access to unified messaging. The voice mail number does not have a login security setting, and is available to the public. Users with unified messaging have their voice mail number programmed by default.

4. Select the **Login Security** levels for your Cellular phone, Home, Fax, and Pager numbers.

   Full Login

   - Provides immediate access to your messages after you say "Messenger."
   - Use full login if you do not want a security check before accessing your messages. Full login does not require you to enter your PIN. Note that anyone using your phone can then access your messages. You may want to program your personal cellular phone with full login.

   Partial Login

   - Provides access to your messages after you say "Messenger" and dial your PIN. The PIN should be kept confidential. See Changing Your PIN, on page 10.

- Use partial login if you want immediate access to names in the Company Directory and in your Personal Directory. Also use partial login if you want the system to perform a security check before providing access to your messages. The security check is the entering of your PIN number with your telephone keypad before accessing your messages. You may want to program your desk phone with partial login.

Manual Login

- Provides access to your messages after you say "Login," your login ID, and then "Messenger."

- Use manual login if security is important. With manual login, you have immediate access to the names listed in the Company Directory. Access to other functionality (Personal Directory, User Options, Messenger, Calendar, and Task Manager) requires your voiceprint identification with your spoken login ID. You may want to program a phone that serves many users (a lobby or a department phone) with manual login.

5. Set the call restrictions for your cellular phone, home, fax, or pager number. In the **Privacy** drop-down menu, select **Public**, **Trusted Users** or **Private**. "Public" lets everyone call you, "Trusted Users" lets callers logged into the Speech Server system call you, and "Private" restricts everyone from calling you at that number. For example, if the cellular phone belonging to Dave Black is set to "Public" on his Personal Web Page, an outside caller can call Speech Server and say "Dave Black on his cell phone," and be able to call Dave Black on his cellular phone if Dave Black is listed in the Company Directory.

6. Click **Save**.

Setting Your Forwarding Options

You may want your calls forwarded to your voice mail if you don't want to be interrupted, or you may want to have your calls forwarded to your cellular phone, or to a location (other than your office) that you frequently work in.

Note: The call forwarding feature is dependent on the Mobility option being enabled and the forwarding to a fax machine feature is dependent on the Fax Integration option being enabled.

To set your call forwarding

1. In your Personal Web Page, click **Reach Me**.

2. In the **Reach Me** field, select the device or location where you want to be reached, or enter a temporary number that you want your calls forwarded to. The office number is the default setting for the Reach Me field.

3. Click **Indefinitely** if you want the system to direct your calls to the Reach me number until the next time you reset the **Reach Me** field

   or

   Click **Until** and then select the date and time at which you want the forwarding to expire.

4. In the **Forward My Faxes To** field, enter the number for the fax machine that you want to direct your messages to. The system uses this fax number as a default setting in response

to the voice command, "Fax Forward." Users say "Fax Forward" after they hear a message (email, voice mail, or fax) that requires printing on a fax machine.

5. Click **Save**. While Mobility is enabled, all calls to your name are directed to the Reach Me number. Note that if a user specifically requests one of your numbers, for example "John Smith on his cell phone," the call would be routed to the cellular phone.

> **Note:** You can also set your call forwarding with speech commands. See Forwarding Calls, on page 23.

Setting your Personal Operator

If you have the Unified Messaging option, you can enable a personal operator.

To assign a person to accept your calls when the caller presses 0 on his/her phone during the greeting

1. In your Personal Web Page, click **Reach Me**.

2. Select the **Enable Personal Operator** check box

3. Enter the number for your Personal Operator.

> **Tip:** Many people enter their cellular phone number as their Personal Operator. They then instruct callers with a voice mail greeting to press 0 to reach them on their cellular phone.

4. Click **Save.**

Setting the Prompt Language

To set the language of the attendant prompts and the playback of the e-mails

1. In your Personal Web Page, click **Prompt Language**.

2. In the **Play prompts in** field, select the language of the Attendant prompts for your login.

3. In the Email Playback Language menu bar, select the language for the Text-To-Speech playback of your e-mails.

4. Click **Save**.

Speech Server provides your prompts and responds to your commands in the selected language.

> **Note:** The system supports Spanish attendant prompts but does not support the playback of e-mails in Spanish.

> **Tip:** This option is only available on bilingual systems. Bilingual systems are available with the following languages: English/French and English/Spanish.

Setting the Messaging Options

If you have the Unified Messaging option, you can set your messaging voice interface options:

To set the order of your messages and to select the recorded greeting

1. Click **Messaging**.

2. If you want your urgent messages to take priority, select the check box for step A in your Personal Web Page.

3. Select the order of message types with the pull down menus in step B in your Personal Web Page. The message summary and message playback use this message order.

4. Select the chronological order in step C in your Personal Web Page: **Last Received** or **First Received**.

5. Select the recorded greeting that will be played to your callers: **Primary Greeting** or **Alternate Greeting**.

6. Click **Save**.

Setting the Notification Settings

The Notification service is an added feature to Unified Messaging. You can be notified on your e-mail activated device or numeric pager of received messages or meeting reminders. Notification of fax messages and meeting reminders are dependent on their respective system option: Fax Integration or Calendar and Task Management**.** Only one device can be programmed for notification.

To set the device and the type of messages

1. Click **Notification**.

2. Select the **Notification Enabled** check box.

3. In the **Mobile Device** drop-down menu, select the type of mobile device that will notify you.

   - If you select an e-mail-enabled cellular phone or pager, enter the e-mail address for the mobile device and select the format for the e-mail (the part of the e-mail that you will hear: subject only, body only)

   - If you select a numeric pager, enter the phone number of the pager (for example, 6135924444), the number of pauses required for answer (pauses are entered with commas, one comma is one pause, two pauses may be required) and then the numeric message or sequence for the pager (for example, 23452345).

4. Select the type of messages of which you want to be notified. You may want to program "Urgent" e-mails, "All" voice mails, "No" faxes, and "No" meeting reminders.

   "All" faxes refer to all the reports that will be generated by the fax server and includes all incoming fax messages to the fax server. The word "New" refers only to the incoming fax messages.

5. Click **Save**.

Setting Personal Preferences with the Phone

You can use voice commands to set and/or modify various user options.

To access user options

- Dial the Speech Server extension number and say "User Options." You can now choose from the following options:

Say	To
"Greeting options"	Select which greeting is played to callers, change your primary greeting, or change your alternate greeting
"Name recording"	Review and record your name
"Change PIN"	Change your personal identification number
"Call forwarding"	Change your call forwarding options
"Change fax forward number"	Change your fax number for forwarding.

Tip: The first three options can be set using either voice commands or the touchtone buttons on your phone. In addition, you can choose your greeting, change your PIN, or change your fax forward number, by modifying the settings on your Personal Web Page.

Creating Your Personal Directory

About Your Personal Directory

Your Personal Directory is a list of names and phone numbers for your personal use. The Personal Directory allows you to use voice commands to direct calls or messages to people not listed in the Company Directory.

Manage your Personal Directory in the Contacts folder in Microsoft Outlook. The Speech Server supports up to five numbers (business, home, fax, cellular, and pager) per contact. With voice commands, you can place a call to any of these five numbers or place a callback to the business number of the contact after listening to their voice mail or e-mail message.

Tip: Contact your system administrator to enable the Personal Directory feature to allow you to place calls to your Personal Directory contacts.

Note: Unified Messaging users and auto-attendant-only users on a Speech Server - Unified Messaging system use Microsoft Outlook to create and modify their Personal Directories.

Tip: For instructions on how to use Microsoft Outlook, refer to the **Help** file within Microsoft Outlook.

Creating and Modifying Contacts

Unified-messaging users and Attendant-only users on a Speech Server system with the Unified Messaging option, create and modify their Personal Directory via Microsoft Outlook. Speech Server supports up to six distinct phone numbers for each contact: business, home, pager, mobile, fax, and voice mail (if the user does not have unified messaging).

To create and modify a contact for your Personal Directory

1. In the **File** menu in Microsoft Outlook, point to **New,** and then click **Contact**.

2. In the **Full Name** box, type the first and last name for the contact.

3. Enter the information that you want to include for the contact. Include their multiple phone numbers and e-mail address so you can call them and send them messages. Speech Server supports up to six numbers for the contact name: Business, Home, Business Fax, Mobile, Voice mail, and Pager. The administrator programs the voice mail number.

4. For instructions on how to modify a contact, and for more instructions, refer to **Help** in Microsoft Outlook.

Tip: To check if you can call your contacts, use the demo mode. Saying "Enable Demonstration mode" turns on the feature; "Disable the Demonstration mode" turns the feature off.

Note: You can record the names of your contacts in your Personal Web Page so the system confirms the names with a human voice rather than with an automated one (TTS). Click on the contact name in your Personal Directory, click **Record Name**, and follow the instructions.

For more detailed information, click on the **Contacts** folder in Microsoft Outlook, and then click on **Help** in the menu bar to access Microsoft Outlook's online Help.

Note: The number of entries that you can enter into your personal contact list is set by your system administrator. Contact your administrator if you require additional entries in your contact list.

Managing Your Contact List

A software license determines the maximum number of contacts that you can have in your Personal Web Page. If you have more contacts in Microsoft Outlook than what you are licensed for, the system chooses the contacts for your Personal Web Page by order of entry. The maximum number that the system accepts is 505 contacts.

The following procedure lets you select which contacts you want to voice-enable. This procedure involves putting the contacts that you want for your Personal Web Page into a Voice Contact category. Then only those contacts will appear in your personal list.

Tip: If you have a large number of contacts in Microsoft Outlook, you can use the Voice Contact category to select the contacts that you want to use as voice contacts.

To make a Voice Contact category

1. In Microsoft Outlook, open your **Contacts** folder.
2. Right-click a contact name.
3. Select **Categories** from the pop-up menu.
4. Click the **Master Category List** button.
5. In the **New category** text box, type **Voice Contact**, click **Add** and then **OK**.
6. In the Categories window, click **OK**.

To enter your existing contacts in the Voice Contact category

1. Right-click the contact name or hold down the **Ctrl** key, select multiple contacts, and then right click on the last contact name.
2. Select **Categories** from the pop-up menu.
3. Select the check box for **Voice Contact.**
4. Click **OK.**

To enter a new contact in the Voice Contact category

1. In the Untitled Contact window, click **Categories** after adding the information for the new contact.
2. Select the check box for **Voice Contact.**
3. Click **OK.**

Tip: You can quickly view which contacts belong to the Voice Contact category by clicking the **View** menu, selecting **Current View**, and then **By Category**. Microsoft Outlook will display your contact list, sorted by category.

Recording Contact Names

When you request a contact on your Personal Directory list, the Attendant plays back the requested name to confirm the destination before it routes the call. By default, the Attendant plays a computer-generated name (TTS); however, you can record the name yourself and the system will use your recorded name to confirm calls.

Use your Personal Web Page and your phone to record the names.

To record the contact in your Personal Directory

1. Log in to your Personal Web Page.
2. Click the contact name that you want to record in your Personal Directory.
3. Click **Record Name**.

4. Dial the Speech Server extension number. Login if necessary.

5. Say "Start recording session."

6. After the system prompts you to connect, click **Connect**.

7. Click **Record**. At the tone, record the person's name.

8. Click **Play** to listen to your recording. To record over the name, click **Record** again.

9. When you are satisfied with your recording, click **Save**.

10. If desired, click on another name and record it.

11. After you have finished recording names, click **Disconnect** to return to the main menu.

12. Hang up.

Testing Contact Names

The system has a demonstration mode that allows you to try features such as Call by Name, without actually placing the call. Instead of routing the call to the requested party, the system returns you to the main menu.

To test your personal contact entries

1. Dial the Speech Server extension number. Login if necessary.

2. Say "Enable Demonstration mode."

3. State the name that you want to test.

4. The attendant either confirms your request and returns you to the main menu or indicates that it cannot recognize your request. In Demo Mode, the system will not complete your call.

5. State "Disable Demonstration Mode" to return to normal operation.

Using Speech Commands

The Speech Server system responds to your speech commands. When you become more comfortable with the prompts, you can use the Barge-in feature and the Expert Mode feature.

Barge-in

Barge-in allows you to interrupt a system prompt with a request. The system will stop playing the prompt and respond to your request.

Barge-in allows experienced users to obtain faster service from the Attendant. Inexperienced users can still listen to the full prompts.

Your administrator can enable or disable this feature for you.

Expert Mode

In Expert Mode, the Speech Server provides a short tone instead of prompts when you call into the system. If the system encounters an error, for example if it can't recognize the requested name, it provides prompts and instructions.

Your administrator can enable Expert Mode on your account.

Speaking Tips

When you are speaking to the Attendant

- Speak clearly, but don't shout.
- Speak at a normal pace -- not too slowly, particularly when you state your login ID.
- In noisy environments, do not use speaker phones.
- Remember that you can interrupt the prompts if Barge-in is enabled.
- If you are prompted to confirm a name, answer only "Yes" or "No." If you answer "No," wait for the prompt before you state the name again.
- If the system does not recognize a name, it may be because the name is not programmed into the system or because your pronunciation of the name is not in the system. Contact your system administrator to have the name added or to have the pronunciation corrected.

When calling a name in your Personal Directory

- Say the name as it is entered in your Personal Directory. For example, say the first and last name of the person.

- In noisy environments, press ***T** (*8) to switch from Speech-command Mode to Touchtone Mode and then dial the phone number.

- Press **9** to return to Desktop (the top level for voice commands). You can use Desktop to access the functionality under Auto Attendant, Messenger, Calendar, Task Manager, and User Options.

- If you frequently access Speech Server from a noisy environment, have your system administrator disable Barge-in in your user options.

- When entering names into your personal contact list, enter the first name followed by the last name.

Universal Voice Commands

The following voice commands are available from anywhere within Speech Server:

Say...	To
"Cancel" or "Stop"	Terminate the current operation
"Operator"	Transfer to the operator
"Repeat"	Replay the most recent prompt
"Help"	Get Help (list of current valid commands)
"Tutorial"	Access a tutorial for the current application
"Auto attendant"	Transfer to the Attendant for Speech Server
"User Options"	Access User Options menu
"Desktop"	Transfer to Desktop and access all user functionality.

Navigating through the Applications
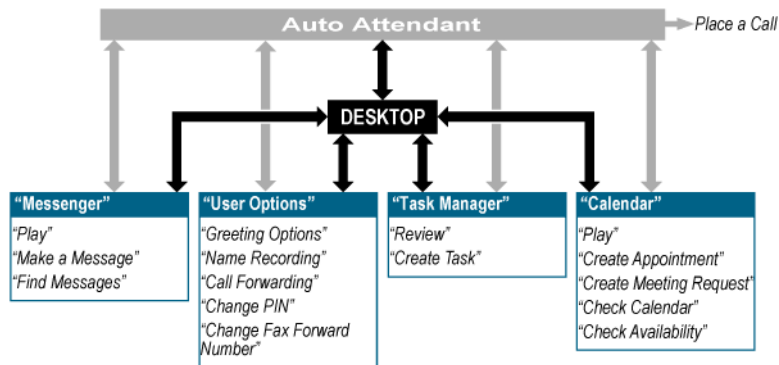
- To move between the Desktop applications:
  Messenger, User Options, Task Manager, and Calendar,
  say "Desktop."
- To place a call while you are in the Desktop applications,
  say "Auto Attendant."

SE0028

Managing Calls

Placing a Call

You can place calls by saying a contact name, a department name, or the numbers of the phone number.

The system can call contact names in the Company Directory or in your Personal Directory.

When using the Company Directory, you can request the department name or say the name of the person and the system (by default) transfers the call to the business number. To place a call to a cellular phone, pager, fax, voice mail number, or home number of the person in the company directory, you must request it specifically. For example, you could say "Bill Smith on his home number." Note that to receive the call, Bill would not have his home phone number set to "Private". If the phone number is set to "Trusted Users", then you would have to login to the Speech Server system and then request the call.

When using the Personal Directory, you have the option of calling any of the five phone numbers (business, home, pager, cellular phone, or fax) that belong to your personal contact as long as they were programmed in Microsoft Outlook. When placing the call, you must ask for the number specifically. For example, you could say "Bob Black on his home number." The home phone number for Bob Black would be programmed in your contact list in Microsoft Outlook.

Conditions:

- The department name must be programmed in the Company Directory.

- The name of the person must be programmed in your Personal Directory or in the Company Directory.

- If your administrator creates a multi-level menu with Call Transfer, Transfer to Voicemail, Audio Message, and VoiceXML nodes, you can call into the system and answer prompts within a series of menus to: speak or leave a message with a specific person, obtain information from a recorded script, or interact with a VoiceXML script.

  - When you initially make a call into the system, the multi-level menu lets you place a call to the company directory while you are at the main menu, but does not let you direct calls to the company directory when you are within the sub-levels of the main menu.

  - When you are in the sub-levels of the main menu, you can press the * key on the phone to get back to the previous level.

- You can place a call to a voice mailbox, ("<first name> < last name> on their voice mail") if the recipient name is a Unified Messaging user, or is in the Company Directory and has a voice mail number programmed in the Speech Server system.

  - If the administrator enables Automatic Route Selection (ARS), the system will directly route your call to a voice mailbox. If ARS is not enabled, you will have to enter a voice mailbox number after the request, "<first name> < last name> on their voice mail".

- Users are able to restrict callers from calling them on their personal numbers with privacy settings (Public, Trusted Users, or Private). "Public" provides no call restriction, "Trusted Users" allows callers that are logged into the same Speech Server system to call, and "Private" restricts calls.

- If the number you are calling is not programmed, or is marked "Private," or marked for "Trusted Users" and you are not logged into the Speech Server system, the Attendant responds with "Sorry, that phone number is not available."

To place a call

💡 **Tip:** To get a list of the departments that you can call, ask the Attendant, "What are the departments?".

1. Dial the Speech Server extension number. Login if necessary.
2. When the Attendant answers, say
   - the first and last name of the person that you want to call, or the first and last name and then direct the call, or
   - a department name, or
   - a phone number (one digit at a time).

   For example,

To call John Smith's	Say
Extension	"John Smith"
Cellular Phone Number	"John Smith on his cell phone"
Pager	"John Smith on his pager"
Facsimile	"John Smith on his fax"
Home Number	"John Smith at home"
Voice Mail	"John Smith on his voice mail"

   The business number (extension) and voice mail number for John Smith is public (this setting is fixed and cannot be changed). Therefore, everyone can leave a message on his voice mail, or can call John Smith by saying his name, or by saying "John Smith at his office."

💡 **Tip:** Speech Server is very user friendly, and responds to a variety of voice commands, for example, "John Smith - office number," "John Smith - cell," and "John Smith - cellular."

John Smith can choose the privacy settings (Public, Trusted Users, or Private) for his other numbers (cellular phone, pager, fax, or home numbers) in his Personal Web Page and therefore can restrict callers from calling him at those numbers. "Private" restricts all callers. "Public" provides no restrictions and "Trusted Users" lets other people logged into the Speech Server system call him. These settings can also be set by the administrator.

📝 **Note:** If you specifically place a call to an extension number, for example, "John Smith at his office number" when call forwarding is set to their cellular phone, the system will honor your request and transfer the call to the office extension number.

3. The system confirms the requested name. If the confirmation is correct, remain silent or say "Yes," and the Attendant will route your call. If the confirmed name is incorrect, say "No" or "Cancel," and the Attendant will allow you to request the name again.

If, after several attempts, the Attendant cannot recognize the name of the person who you are trying to call, you will be routed to the operator. If an operator is not available, the system provides a message explaining that there is a problem and will then hang up.

If the line is busy and if the person you are calling has their voice mail number programmed with the Speech Server system, the Attendant will tell you that you can leave a message on their voice mail if you say " <First name and last name> on their voice mail".

> **Tip:** To improve recognition success, minimize background noise.

Canceling a Call

To cancel a call

- Say "Cancel" or "No" before the Attendant says "Dialing...."

If you press **0**, you will cancel the transfer, and the system will automatically route your call to the operator.

Transferring a Call

To transfer a call using Speech Server

1. Press the **Transfer** key on the phone.
2. Press the **Speak@Ease** key (**Speech Recognition** key on the 5240 IP Appliance), or dial the Speech Server extension number.
3. Say the name of the person/department.
4. After the Attendant confirms the name, hang up the handset.

Forwarding Calls

You can forward your calls to one of your programmed numbers (cellular phone, pager, fax, home number, or voice mail), or a temporary number. If you enable call forwarding, callers who request you by name are forwarded to your call-forwarding number. Your redirection privileges determine if you can redirect your calls to internal, local, toll, or international numbers.

You can enable, disable, or query the call forwarding with the Attendant. You can also program the call forwarding in the "Reach Me" section of your Personal Web Page.

For example, if Bill Jones is working from home, he can set "Reach me" to his home phone number. Then, if someone calls him by requesting his name, the system automatically redirects the call to Bill's home phone number; however, if a caller specifically requests a number, for example, "Bill Jones on his cell phone," the call is directed to his cellular phone.

You can also set the time at which you want the call forwarding to expire. After the call forwarding expires, the system directs calls that are made to your name back to your office number.

Note: If your phone is on a PBX other than the 3300 ICP, the calls that are redirected are only the calls that go through the Speech Server. People calling your phone number directly will not be rerouted. If your phone is on a 3300 ICP system integrated with the Speech Server system, the administrator can configure your phone to have all of the calls to your number be redirected to your Reach Me (call forwarding) number.

Note: The ability to program call forwarding over the phone is available in French, U.K. English, and N.A.English.

To forward calls to your home, cellular phone, fax machine, pager, voice mail, or to a temporary number

1. Dial the Speech Server extension number. Login if necessary.
2. Say "Call forwarding".
3. Say "Forward Calls".
4. Say "Home," Cell," "Pager," "Fax," "Voice Mail", or say the phone number, one digit at a time (include the international or area code if required). The personalized numbers (except the voice mail number for Unified Messaging users) must be programmed in your Personal Directory in order for the system to respond to your request.

Tip: If Speech Server recognizes the phone number that you are calling from, the system will provide you with the choice of saying "Use this number."

5. When the Attendant asks you if you want to set an expiration date, say "Yes" or "No." If you said "Yes," say the date and time when prompted, for example, "March 10th," and "10:30 a.m." Midnight is recognized as "zero hours", that is, "0:00." If you said "No" to the expiration date, expect the system to forward all of your calls to your requested destination.
6. After the Attendant confirms the date and time, say "Yes" to return to the main menu.

To disable call forwarding

1. Dial the Speech Server extension number. Login if necessary.
2. Say "Call forwarding." The Attendant states your current call forwarding settings.
3. Say "Disable call forwarding."

To query your call forwarding setting

1. Dial the Speech Server extension number. Login if necessary.
2. Say "Call forwarding." The Attendant states your current call forwarding number and the expiration time.

Tip: Call forwarding is an optional feature that your system administrator can enable on a per-user basis. To obtain access to this feature, contact your system administrator. Your ability to redirect calls to internal, local, long distance, or international toll numbers is also controlled by your system administrator. Contact your system administrator to obtain the required redirection privileges.

Checking a Phone Number

To check a phone number in the Company Directory or in your Personal Directory

1. Dial the Speech Server extension number. Login if necessary.

   - For a business number in the Company Directory, say "Check the number for *first name, last name.*"

   - For a department number, say "Check the number for *department name.*"

   - For a name in your Personal Directory, say "Check the number for *the name listed in your Personal Directory."*

   - For a cellular phone number, say "Check the number for *first name, last name* on her/his cell phone."

   - For a home number, say "Check the number for *first name, last name*'s home phone."

   - For a fax number, say "Check the number for *first name, last name*'s fax number."

Tip: For the above examples, you can also say "What is the number for ...."

2. The system plays the number for the name that you requested. If the number is not available, the system responds with "Sorry, that number is not available."

Note: You cannot query a home phone number, fax number, pager number, or cellular phone number that is not programmed or is marked "Private."

Calling the Operator

To call the operator

- Say "Operator, " or say "Zero," or dial **0** at any time.

Changing the Language

On bilingual systems, you can change the language of the auto-attendant prompts. After you state the desired language, the Attendant will provide prompts in that language for the duration of the call or until you say "English". Bilingual systems are available with the following languages:

- English and French

- English and Spanish

To set the language of the auto-attendant prompts for the call

1. Dial the Speech Server extension number.

2. Request the secondary language. For example, if the Attendant greeting is in English, say

   - "Français"; or

   - "Español."

3. The Attendant provides prompts and responds to your commands in the requested language for the duration of your call or until you say "English".

Tip: You can specify the auto-attendant prompt language for your user account from your Personal Web Page. Then, every time you log into the system, the system will respond in the specified language. See Setting the Prompt Language, on page 12.

Managing Messages

Playing Messages

From the Unified Messaging main menu, you can request a summary of your Inbox contents. The system responds by telling you how many unread e-mail and/or voice mail messages you have in your Inbox. The format of this summary is dependent on your Personal Profile settings in your Personal Web Page.

Note: If the Fax Integration system option is enabled, the summary will also tell you how many unread faxes you have.

From the main menu, you can play all voice mail and e-mail messages in your Inbox. If the e-mail has a playable attachment, you can play that too.

If the Fax Integration system option is enabled, you can play your fax to receive the fax header information.

If the Calendar and Task Management system option is enabled, the system will also identify Meeting Requests, Meeting Updates, Meeting Cancellations, Meeting Acceptances, or Meeting Declines that you have.

Note: The system supports the playing of e-mail attachments in certain file formats (rich text files, text files, or HTML files less than 20 K in size). When these are present, the voice interface will ask you if you want to hear the attachment.

Tip: Sometimes when you are in a noisy environment, you may want to use the phone pad (DTMF dialing) to provide your messaging commands, instead of using voice commands. Press ***T** (*8) to switch to Touchtone Mode. See Using Touchtone Commands, on page 40.

To listen to your message summary

1. Dial the Speech Server extension number. Login if necessary.
2. Say "Messenger." The Attendant provides a message summary.

After playback of the message summary, you can

- Play your e-mail or voice mail messages
- Send a new message
- Find an e-mail, voice mail, or fax message matching your specified criteria. You can play messages sent from someone in the Company Directory, as well as query the system for messages of a specific type or from a specific person in your Personal Directory

Note: Receiving faxes and forwarding messages to a fax machine is dependent on the Fax Integration system option being enabled.

To listen to your e-mail and voice messages

1. Dial the Speech Server extension number. Login if necessary.
2. Say "Messenger." The Attendant provides a message summary.
3. You can say

    - "Play"
    - "Play new voice mails"
    - "Play new e-mails"
    - "Play old messages"
    - "Play old e-mails"
    - "Play old voice mails"
    - "Find a message".

    The system plays back the message(s) matching your specified criteria.

    - Say "Play" to hear the message.

4. During playback of the message(s), you can:

Say	To
"Cancel" or "Stop"	Stop message playback
"Delete"	Delete the current message and play the next message
"Forward "	Forward the message to someone on your Personal Contact list or Company Directory. After you say "Forward," the system will ask you for a name.
"Fax forward "	Print your e-mail or fax message on a fax machine
"Mark as unread"	Keep the message and mark as "unread'"
"Reply to *sende*r"	Reply to the sender of the current message

Say	To
"Reply to all"	Reply to sender and all other recipients
"Call *him / her* back"	Call the message sender
"Repeat" or "Play again"	Repeat the current message
"Skip"	Skip the current message and leave it marked as "read"/"unread"
"Next"	Mark the current message as "read" and play the next message
"Previous"	Play the previous message.

5. Say "Messenger" to return to the main menu.

Examples:

To listen to old voice mails from a certain time period, say "Play old voice mails sent since the last four days." You must give a number of minutes, hours, or days; do not give the date. The number can not be greater than 10.

To listen to an old message (e-mail, voice mail or fax) from Person A (listed in your Personal Directory), received sometime in the last 7 days, say "Play old *e-mail* from Person A, received since the last 7 days."

To listen to messages from Person X, say "Find messages," and then when prompted, say " Person X."

Replying to Messages

After listening to a message, you can reply either to the message sender only, or to the message sender and all other recipients. The system can deliver a reply to any e-mails received. The system can also deliver a reply to a voice mail message if the sender's e-mail address is listed in either the Company Directory or the Personal Directory.

To reply to a message

1. After hearing the message, say "Reply" or "Reply to all."

2. At the prompt, record your message.

   When you have finished recording your message, you can

   - Review the message
   - Modify the recipient list
   - Deliver the message.

Forwarding Messages

You can use voice commands to forward voice mails, faxes, and e-mail messages to another person in your Personal or Company Directory. The system can forward a message providing the directory has the e-mail address for the person to whom you are forwarding the message.

Voice commands can also forward faxes and e-mails to a fax machine if the Fax Integration system option is enabled. This option lets you forward faxes to a default fax machine or to another fax machine. This option is convenient when you are traveling and you want to print e-mails and faxes from a fax machine at your hotel.

When you are forwarding messages to another person, the messages are forwarded as e-mails.

Forwarding a Message to Another Person

To forward an e-mail, voice mail, or fax to a contact name

1. After identifying the e-mail, voice mail, or fax that you want to forward, say " Forward."

2. Wait for the prompt asking for a name and then say the name of the person listed in your Personal Directory or your Company Directory.

Forwarding a Message to a Fax Machine

To forward an e-mail or fax to a fax machine

1. After identifying the e-mail, voice mail, or fax that you want to forward to a fax machine, say " Fax forward."

2. When prompted, say "Yes" if you want to use the default fax number or say "No" if you want to send the e-mail to another fax number, for example, a fax machine at a hotel.

3. If you said "No," say or key the new fax number when prompted. If saying the number, say the individual digits. The system then asks you to verify the number.

Delivering Messages

Making and Delivering a Message

To deliver a message to someone in the Company Directory or Personal Directory

1. Dial the Speech Server extension number. Login if necessary.

2. Say "Messenger."

3. Say "Make a message."

4. When prompted, say the first and last name of the recipient(s) listed in your Company Directory or your Personal Directory, and then say "List complete."

5. At the prompt, record your message.

6. When you have finished recording, you can

Say	To
"Deliver"	Send the message immediately
"Modify message"	Change the message
"Review message"	Listen to the message
"Append message"	Add to the message
"Record message"	Delete the message and add a new message
"Cancel"	Leave without sending a message
"Mark as urgent"	Mark the message "urgent"
"Modify recipients"	Edit the recipient list (add, delete, copy recipients).

To modify the recipient list before delivering a message

1. When you have finished recording your message, say "Modify recipients."

2. Refer to the following prompts to review the list of recipients, clear the list of recipients, add or delete a recipient from the list, or copy the message to someone in the Company Directory or in your Personal Directory.

Say	To
"List recipients"	Playback and review the list of current message recipients
"Clear all recipients"	Delete the entire list of recipients
"Add recipient"	Add a recipient from the Company Directory or Personal Directory. The system will prompt you for recipient name.
"Delete *name*"	Remove this recipient from the list of recipients
"Copy recipient"	Send a copy (cc) to someone on the Company Directory or Personal Directory. The system will prompt you for the recipient name.

Managing Faxes

Playing a Fax

To listen to an unread fax

1. Dial the Speech Server extension number. Login if necessary.

2. Say "Messenger." The Attendant provides a message summary.

3. Say "Play fax." If you have an unread fax, the system will play the name of the sender, the date and time of the fax, and the subject heading of the fax.

4. During the playback, you can

Say	To
"Cancel" or "Stop"	Stop message playback
"Delete"	Delete the current message and play the next message
"Forward "	Forward the message to someone on your personal contact list or Company Directory. After saying "Forward" the system will ask you for a name.
"Fax forward "	Print your e-mail or fax message on a fax machine
"Mark as unread"	Keep the message and mark as "unread"
"Repeat" or "Play again"	Repeat the current message
"Skip"	Skip the current message and leave it marked as "read"/"unread"
"Next"	Mark the message as "read" and play the next message
"Previous"	Play the previous message.

5. Say "Messenger" to return to the main menu.

Forwarding a Fax

To forward a fax to a person

1. After identifying the fax that you want to forward, say " Forward."

2. Wait for the prompt asking for a name and then say the name of the person listed in your Personal Directory or in your Company Directory.

Printing a Fax

To print or forward a fax to a fax machine

1. Dial the Speech Server extension number. Login if required.

2. Say "Messenger." The Attendant provides a message summary.

3. Say "Play fax." The system provides the name of the sender, the date and time of the fax, and the subject of the fax.

4. After identifying the fax message that you want to forward to a fax machine, say "Fax forward."

5. When prompted, say "Yes" if you want to use the default fax number, or say "No" if you want to send the fax to another fax number, for example, a fax machine in a hotel room.

6. If you say "No," say or enter the new fax number when prompted. If saying the number, say the individual digits. The system then asks you to verify the number.

To change your default fax machine setting

1. Dial the Speech Server extension number. Login if necessary.

2. Say "User Options."

3. Say "Change fax forward number."

4. When prompted, say or enter the desired fax number. If saying the number, say the individual digits. The system asks you to confirm the number.

Managing Appointments

Appointments do not involve another person in the way a meeting does. An appointment only requires a time and an attached voice message.

Managing appointments with your voice commands depends upon the Calendar and Task Management system option. The appointments are managed with Outlook Calendar in Microsoft Exchange, and any changes that you make with your voice commands will appear on your PC in Outlook Calendar. For further information on the functionality of Outlook Calendar, refer to the Help files in Microsoft Outlook.

Note: Calendar functionality is only supported in English. If using French, you must say "English" to switch to English before saying "Calendar".

Creating Appointments

To create an appointment

1. Dial the Speech Server extension number. Login if necessary.

2. Say "Calendar." The Attendant provides a summary.

3. Say "Create appointment."

4. When prompted, say the date, for example, "Today," "Tomorrow," "Friday," or "September 6." Say "Yes" when the Attendant asks you to confirm the date.

5. When prompted, say the start time, for example, "9 a.m.," and the end time.

6. When prompted, say a description of the appointment. The system records this voice message. Reminders will be sent to your desktop if you have the Reminder setting programmed in Outlook Calendar.

The system will save your appointment unless you say "Make changes." If you say "Make changes" you can then have a choice of the following commands:

Say...	To
"Change date"	Request a different date
"Change start time"	Request a different start time
"Change end time"	Request a different end time
"Edit message"	Re-record the description of the appointment
"Cancel "	Stop the creation of the appointment.

Tip: Recurrences of the appointment can be set using Microsoft Outlook.

Changing Appointments

To change an appointment

1. Dial the Speech Server extension number. Login if necessary.
2. Say "Calendar." The Attendant provides a summary.
3. Say "Play", or say "Check Calendar" to give a specific date and then say "Play."
4. Say "Next" or "Previous" until you receive the appointment you want to change.
5. Say "Make changes."
6. Say the parameter that you want to change, for example, "Start time," "End time," or "Date."
7. Respond to the prompts to change the parameter.

Deleting Appointments

To delete an appointment

1. Dial the Speech Server extension number. Login if necessary.
2. Say "Calendar."
3. Say "Play", or say "Check Calendar" to give a specific date and then say "Play."
4. Say "Next" or "Previous" until you hear the appointment that you want to delete.
5. Say "Delete."

Note: Saying "Cancel" will cancel the current operation, not delete the appointment.

Managing Meeting Requests

Meeting requests involve co-ordinating your schedule with the schedules of other people. Setting up a meeting request involves sending out a meeting request as an e-mail to all the participants. The meeting requests are then accepted or declined.

Managing meeting requests with your voice commands depends upon the Calendar and Task Management system option. The meeting requests are managed with Outlook Calendar in Microsoft Exchange, and any changes that you make with your voice commands will appear on your PC in Outlook Calendar. For further information on the functionality of Outlook Calendar, refer to the Help files in Microsoft Outlook.

Note: Calendar functionality is only supported in English. If using French, you must say "English" to switch to English before saying "Calendar".

Creating Meeting Requests

To create a meeting request

1. Dial the Speech Server extension number. Login if necessary.
2. Say "Calendar."
3. Say "Create meeting request."
4. When prompted, say the date, for example "Today," "Tomorrow," "Tuesday," or "September 15."
5. When prompted, say your start time and end time, for example, "9 a.m." or "10:30 p.m."
6. When prompted, say the first and last name of the first attendee. Say the names of the other attendees if required.
7. Say "List Complete."
8. When prompted to record a voice message, say a description of the meeting. You will receive a reminder 15 minutes (the default setting) prior to the meeting time.

   The system will save your meeting request unless you say "Make Changes." If you say "Make Changes," you can then have a choice of the following commands:

Say...	To
"Change attendees"	Change the names of the attendees
"Change date"	Request a different date
"Change start time"	Request a different start time
"Change end time"	Request a different end time
"Edit message"	Change the description of the meeting
"Cancel "	Stop the creation of the meeting.

Changing the Date/Time

To change the date or time of your meeting request

1. Dial the Speech Server extension number. Login if necessary.
2. Say "Calendar."
3. Say "Play" or "Check Calendar" and then say "Play."
4. Say "Next" or "Previous" until you hear the meeting request that you want to modify.
5. Say "Make changes."
6. Say the parameter that you want to change: "Change start time," "Change end time," or "Change date," and answer the prompts in order to get the required date and time. For example, if you say "Change date," the system will say "Please say the new date," and after you respond with the new date, the system will take your changes and confirm the meeting request settings with you.

> **Tip:** After you make a date or time change to a meeting request, an e-mail will be sent out to the attendees to inform them of the change.

Changing the Attendees

To change the attendees for your meeting request

1. Dial the Speech Server extension number. Login if necessary.
2. Say "Calendar."
3. Say "Play", or say "Check Calendar" to give a specific date and then say "Play."
4. Say "Next" or "Previous" until you receive the meeting request that you want to modify.
5. Say "Make changes."
6. Say "Change attendees."
7. Say "Add attendee" or "Delete attendee." After adding or deleting, say "List Complete".
8. When you are completely finished making the changes, say "List complete."

Canceling Meetings

To cancel your meeting request

1. Dial the Speech Server extension number. Login if necessary.
2. Say "Calendar."
3. Say "Play", or say "Check Calendar" to give a specific date and then say "Play."
4. Say "Next" or "Previous" until you receive the meeting request that you want to delete.
5. Say "Delete."

Because you initially created the meeting request, the system provides prompts for you to record a message and send the cancellation message to the attendees.

Receiving Meeting Requests

Meeting Requests are received with your voice mail messages, your e-mail messages, and your fax messages in Microsoft Outlook. After playing a Meeting Request, you have the option of accepting or declining and sending a response. Handling meeting requests with voice commands is dependent on the Calendar and Task Management system option. When this system option is not enabled, the meeting request will be handled as an e-mail.

Declining Meeting Requests

To decline a meeting request

1. Dial the Speech Server extension number. Login if necessary.
2. Say "Messenger."
3. Say "Play" to hear the messages.
4. After listening to the meeting request, say "Decline," and when asked if you want to respond, say "Yes." You are then given the option of creating a voice message for the sender of the meeting request.

Accepting Meeting Requests

To accept a meeting request

1. Dial the Speech Server extension number. Login if necessary.
2. Say "Messenger."
3. Say "Play" to hear the messages.
4. After listening to the meeting request, say "Accept," and when asked if you want to respond, say "Yes." You are then given the option of creating a voice message for the sender of the meeting request.

Checking Your Calendar

Appointments and Meeting Requests are managed with your voice commands using the Outlook Calendar in Microsoft Outlook. Using voice commands with Calendar is dependent on the Calendar and Task Management system option. For further information on the functionality of Outlook Calendar, refer to the Help files in Microsoft Outlook.

Note: Calendar functionality is only supported in English. If using French, you must say "English" to switch to English before saying "Calendar".

Checking Events

To check for scheduled events

1. Dial the Speech Server extension number. Login if necessary.

2. Say "Calendar," The system provides you with a summary of the events scheduled for the remainder of the day.

3. If you want to check the events for another day, say "Check Calendar," and when prompted, say the date, for example, "Wednesday" or "October 5."

4. Say "Play." When playing the events scheduled you can say, "Next," "Previous," "Delete," "Make Changes," or "Play again."

5. You can say the following options:

Say...	To
"Check Calendar"	Hear the summary of events for another day
"Create appointment"	Create an appointment in Calendar
"Create meeting request"	Create a meeting in Calendar
"Check availability"	Find out if a specific time of day is free
"Summary"	Repeat the current summary
"Desktop"	Return to the Desktop.

Checking Availability

To check if you are available for a specific time in your calendar

1. Dial the Speech Server extension number. Login if necessary.

2. Say "Calendar."

3. Say "Check Availability."

4. When prompted say the date, for example, "Tomorrow," "Friday," or "September 6."

5. When prompted, say the time, for example, "9 a.m" or "1300 hours.".

6. If the time is available, you can say "Create an appointment," "Create meeting request," "Back to Calendar," or "Desktop." If the time is not available, the Attendant will tell you what is scheduled, and you are returned to Calendar so you can check for another time.

Managing Tasks

A task outlines an activity that is due at a certain date/time, with a particular priority, status (state of completion), and a message attached (text or voice). A task can also be used to leave yourself a memo, in which the content of the message is the main component of interest. Managing tasks with your voice commands depends upon the Calendar and Task Management system option. The tasks are managed with Outlook Tasks in Microsoft Outlook, and any changes that you make with your voice commands will appear on your PC in Outlook Tasks.

> **Note:** Task Manager functionality is only supported in English. If using French, you must say "English" to switch to English before saying "Task Manager".

Creating Tasks

To create a task

1. Dial the Speech Server extension number. Login if necessary.
2. Say "Task Manager."
3. Say "Create task." Respond to the prompts to make a recording, for example, "Draft A due."
4. When prompted, say the due date, for example, "Friday," or "September 6."
5. The system will save your task unless you say "Make changes." If you say "Make changes," you can then have a choice of the following commands:

Say...	To
"Change due date"	Request a different due date
"Change start date"	Request a different start date
"Change reminder"	Modify the reminder
"Edit message"	Change the attached message
"Cancel "	Stop the creations of the task

Checking Tasks

To check your tasks

1. Dial the Speech Server extension number. Login if necessary.
2. Say "Task Manager".
3. Say "Play." The system plays the first task. You can say "Next," "Previous," "Delete," or "Play again." If you want to check off a task as being completed, say "Mark as completed."
4. Say "Desktop" to return to the Desktop.

> **Tip:** Desktop gives you an overview of the system and lets you choose various functions, for example: Auto attendant, Messenger, Calendar, Task Manager, and User Options.

Changing Tasks

To change the date or description of a task

1. Dial the Speech Server extension number. Login if necessary.
2. Say "Task Manager."
3. Say "Review." You can also say "Next," "Previous," "Delete," or "Play again."
4. When you get to the task that you want to modify, say "Make changes."

Say...	To
"Change due date"	Request a different due date
"Change start date"	Request a different start date
"Change reminder"	Modify the reminder
"Changes complete"	Save your changes and return to Task Manager.

Deleting Tasks

To change the date or description of a task

1. Dial the Speech Server extension number. Login if necessary.
2. Say "Task Manager."
3. Say "Review." You can also say "Next," "Previous," or "Play again."
4. When you get to the task that you want to delete, say "Delete."

Using Touchtone Commands

Placing Calls

To place a call with touchtone dialing

1. Dial the Speech Server extension number.
2. After the Attendant answers, dial the number. The Attendant places the call.

Switching to Touchtone

Sometimes, when you are in a noisy environment, you may want to use the phone pad (DTMF dialing) to provide your messaging commands instead of using voice commands.

To give messaging commands with touchtone dialing

- Press ***M** (*6) to access "Messenger" while you are in the Attendant mode.
- Press ***T** (*8) to switch to Touchtone Mode if you are in the "Messenger" mode.

The Unified Messaging system uses the following phone keys for DTMF commands:

Press this Phone Key	To
P (key 7)	Play a message
D (key 3)	Delete a message
K (key 5)	Keep the message. Marks the message as "read" and moves to the next message
A (key 2)	Answer a message
G (key 4)	Give (forward) a message
M (key 6)	Make a new message
#	Skip to the next message, leaving the message as "read"/"unread"
*	Go to the previous message
1	Listen to your "read" messages
U (key 8)	Change your user options (PIN, greetings, name recording)
0	Transfer to the Operator
X (key 9)	Exit to the main menu (Desktop)

Playing Messages

To play your messages

1. Dial the Speech Server extension number. Login if necessary.
2. Say "Messenger."
3. Press **P** [7] to play your new messages.
4. Press **1** to play your "read" messages.

During message playback, you can

Press	To
A [2]	Answer (reply to) the message
D [3]	Delete the message
G [4]	Give (forward) message to someone else
K [5]	Keep the message and skip to the next message
M [6]	Make a new message
P [7]	Play the message again
*	Play the previous message
#	Play the next message, leaving the message as "read"/"unread"
X [9]	Exit to the Desktop

Making and Sending Messages

To make and send a message

1. Dial the Speech Server extension number. Login if necessary.
2. Say "Messenger."
3. Press **M** [6] to make a message.
4. Dial the number for the recipient in the Company Directory.
   or
   Dial the number for the recipient(s) in the Company Directory or the Personal Directory. Press the **#** key to terminate the recipient list.
5. At the prompt, record your message. When you have finished recording your message, you can hang up to send the message immediately, or you can

Press	To
A [2]	Append to the recorded message
D [3]	Discard and re-record the message
O [6]	Set message address options
R [7]	Review the recorded message
U [8]	Mark/Remove "urgent" flag
L [5]	Leave without sending the message
X [9]	Send the message and exit to the main menu
zero [0]	Not send the message and transfer to the operator

Setting Address Options

Before sending a message, you have the option of modifying the list of message recipients.

- When you have finished recording your message, press **O** [6] to access the Addressing Options menu.

If you wish, you can now choose to review the list of recipients, add or delete a recipient, or add a "cc" recipient to the list.

Press	To
A [2]	Add a recipient to the list
D [3]	Delete a recipient from the list
G [4]	Add a 'cc' recipient to the list
R [7]	Review the list of recipients
X [9]	Return to the previous menu or exit from Add Recipient mode

Tip: When adding recipients, enter the extension number for the recipients in the Company Directory

Setting User Options

To program user options

1. Dial the Speech Server extension number. Login if necessary.
2. Say "Messenger."
3. Press **U** [8] to change user options. Choose from the options provided:

Press	To
G [4]	Change your recorded greeting(s)
N [6]	Change your recorded name
P [7]	Change your PIN
X [9]	Exit to main menu

Tip: All User Options (greetings, call forwarding, recording names, changing PIN, changing fax forward number) can be programmed using voice commands on your phone. In addition, you can program call forwarding (Mobility), fax forward number, and the three options listed in the table, using the Personal Directory Web Page.

Setting Greeting Options

To program greeting options

1. Dial the Speech Server extension number. Login if necessary.
2. Say "Messenger."
3. Press **U** [8] to enter the user options.
4. Press **G** [4] to enter the greeting options. Choose from the options provided:

Press	To
G [4]	Switch to the other greeting
P [7]	Change your primary greeting
A [2]	Change your alternate greeting
L [5]	Listen to your primary greeting
M [6]	Listen to your alternate greeting
X [9]	Exit to main menu

Using Your PC for Voice Messages

If you install the Mitel Networks™ Speech Server Multimedia Outlook Plug-in, you will be able to use Microsoft Outlook to manage your voice mails. You can use your PC speakers or a phone to listen to your voice messages and use Microsoft Outlook to reply and forward your messages with a personal voice message.

> **Note:** To create voice mails in Microsoft Outlook, you must have a microphone connected to your PC.

Installing the Multimedia Outlook Plug-in

Your administrator will e-mail you

- The location of the **setup.exe** file
- The Speech Server platform name or address

To install the Multimedia Outlook Plug-in, you must have local administrator rights on the PC.

> **Note:** The Multimedia Outlook Plug-in requires Microsoft Outlook 2000 or Microsoft® Outlook XP and a microphone for creating voice mails. The plug-in works in the Microsoft® Windows 98, Microsoft® Windows 2000, Microsoft® Windows NT, or Windows XP operating systems. For Windows NT, users must have NT4 SP4, or greater. PC Sound cards and PC speakers are optional.

To install the Multimedia Outlook Plug-in

1. Close **Microsoft Outlook** if you have it open. If you have the Multimedia Outlook Plug-in previously installed, remove the application with Add /Remove Programs in Control Panel.
2. Double-click on the **setup.exe** file for the Multimedia Outlook Plug-in. The welcome window, **Multimedia Outlook Plug-in Setup**, opens. Click **OK** if you are asked to remove the existing application.
3. Click **Next**.The Select Installation Language window opens.
4. Select the language, **English** or **French** for the installation instructions and for the Multimedia Outlook Plug-in**.**
5. Click **Next**.The User Settings window opens.
6. Enter the Speech Server platform name or address, and click **Next**. The Choose Destination Location window opens.
7. Click **Next** to accept the default setting for the location or click **Browse** to place the files in another location.

8. Click **Yes** when the system asks you if it should create a folder. The Start Copying Files window opens.

9. Click **Next.** The software installs, and then the User Profiles Information window opens.

10. Select the Logon User Names for the people that are using your PC that require the customized Outlook security settings for the Multimedia Outlook Plug-in. Enabling the user name will prevent the appearance of security warnings for that user when the Outlook Plug-in is opened.

11. Click **Enable**, and then **Close**. The InstallShield Wizard Complete window opens.

12. Click **Finish**.

13. Open Microsoft Outlook and click **Close and Reboot** when prompted.

14. After the computer reboots, open Microsoft Outlook, and click **Tools**, **Options**, and then the **Unified Messaging** tab.

15. Select the type of automatic play for the voice messages.These settings are optional.

    - If you want to automatically hear the voice message when the voice message file is opened (that is, after double-clicking the voice message in the Inbox), click **Auto-play when opening**.

    - If you want to automatically hear the voice message when the voice message is high-lighted (that is, previewing the voice message in the Inbox), click **Auto-play when previewing**.

16. Select the default playback device for your voice message.

    - If you want to hear the voice message from a phone, select **Telephone** from the drop-down menu.

    - If you want to hear the voice message from your PC speakers, select **PC Speakers** from the drop-down menu.

17. If you selected "Telephone" in the previous step, enter the number of the phone in the **Phone Number or Extension** box.

18. Click **Messaging Profile** to enter the VUID (your login ID) and PIN. These numbers let you access your Personal Web Page from the Profile button on the toolbar and also provide identification for the playback of your voice messages.

19. Click **OK**.

20. Click **OK**.

Tip: The Reset Controls button resets the default positions for the Unified Messaging menus and toolbar, thereby deleting your customized settings for Multimedia Outlook Plug-in.

Note: The Multimedia Outlook Plug-in is not supported if you launch your unified messaging through Outlook Web Access (OWA). Therefore, we suggest that you install the Microsoft® Outlook Multimedia Extension so you have the ability to listen to your voice messages using the playbar. The instructions and the extensions are located at http://<*your Exchange 2000 server name*>/Exchweb/Bin/emsetup.asp.

Note: The Mitel Networks™ QuickPlay toolbar is available so you can stop, play, pause, fast forward, or review your voice messages. You can toggle the Playback Device button to on or off and change your auto-play options with the "Auto-play when previewing" check box. If you need to launch the Mitel Networks QuickPlay toolbar, click on the QuickPlay button on the Microsoft Outlook toolbar. The QuickPlay button will appear depressed when the Mitel Networks QuickPlay toolbar is open.

Note: If you have Microsoft Outlook open on a PC and then you open Microsoft Outlook using the same account on another PC, you will have to restart Microsoft Outlook on the original PC in order to receive full functionality of the Multimedia Outlook Plug-in.

Changing Your Voice Message Playback

To change the auto-play settings for your voice messages and your playback device

1. Open Microsoft Outlook, and click **Tools**, **Options**, and then the **Unified Messaging** tab.
2. Select the type of automatic play for the voice messages.
   - If you want to automatically hear the voice message when the voice message file is opened (that is, after double-clicking the voice message in the Inbox), click **Auto-play when opening**.
   - If you want to automatically hear the voice message when the voice message is high-lighted (that is, by a single click on the voice message in the Inbox), click **Auto-play when previewing**.

Note: The Mitel Networks QuickPlay toolbar provides an **Auto-play when previewing** check box so you can change your auto-play preference there as well. This setting will also change your auto-play setting in Tools/Options.

3. Select the default playback device for your voice message. If the system detects that your PC does not have audio capabilities, you will only get "Telephone" as a choice.
   - If you want to hear the voice message from your phone, select **Telephone** from the drop-down menu.
   - If you want to hear the voice message from your PC speakers, select **PC Speakers** from the drop-down menu.
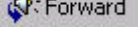
Note: The Mitel Networks QuickPlay toolbar provides a Playback Device button that temporarily turns the telephone playback on or off.

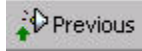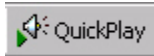4. If you selected "Telephone" in the previous step, enter the number of your phone in the **Phone Number or Extension** box.
5. Click **OK**.

Voice Message Buttons

The Multimedia Outlook Plug-in provides the following buttons so you can manage your voice messages:

Function	Button
Play	
Stop	
Pause	
Forward/Review	
Adjust volume	
Adjust recording level	
Playback device	
New voice message	
Reply with voice message	
Reply to All with voice message	
Forward with voice message	

Function	Button
Previous voice message	Previous
Next voice message	Next
Record	
Show/hide QuickPlay toolbar	QuickPlay
Open Personal Web Page	Profile

The Mitel Networks QuickPlay toolbar has some of the same buttons. You can play, stop, pause, review, adjust the volume, or playback your message over the telephone while you are previewing your messages.

Playing Voice Messages

With the Multimedia Outlook Plug-in, you have the choice of one of the following playback devices that can play your voice messages:

- PC Speakers
- Telephone

You also have the choice of setting the system to play your voice messages automatically when you preview your inbox or when you open the voice message. See Changing Your Voice Message Playback, on page 46.

Refer to one of the following procedures that describes your playback preferences.

> **Tip:** If you want to reply to the voice message, you can respond with your voice or with text (e-mail), using the Reply buttons in Microsoft Outlook. To include a voice message, see Replying with Voice, on page 51.

> **Tip:** If you want to forward the voice message, you can do so with the Forward buttons in Microsoft Outlook. You can add text or add a voice recording. To include a voice message, see Forwarding with Voice, on page 52.

> **Tip:** If you have your default playback device set to "Speakers" and you want some privacy, switch to your phone with a click on the Playback Device button.

Using Your PC Speakers as a Playback Device

> **Note:** The following two procedures assume that you selected PC Speakers as your playback device and that you have selected the auto-play setting variable under Tools/Options. For more information, see Changing Your Voice Message Playback, on page 46.

To play a voice message with Auto-play When Previewing

1. Select the voice message in the Outlook Inbox. The system automatically plays your voice message over the speakers.

2. Click **QuickPlay** and use the toolbar to stop, play, pause, fast forward, or review the voice message.

3. If you decide that you want to hear a specific voice message over the phone, click the Playback Device button on the Mitel Networks QuickPlay toolbar, select the voice mail message, and answer your phone to hear that message. The Playback Device button toggles on and off: on for the phone and off for the speakers.

To play a voice message with Auto-play When Opening

1. Double-click the voice message in the Outlook Inbox. The system automatically plays your voice message over the speakers.

2. Use the buttons under the subject header to stop, play, pause, fast forward, or review the voice message. If you want to hear the previous or next voice message, click **Previous** or **Next** on the toolbar.

> **Note:** The following procedure assumes that you selected PC Speakers as your playback device and that you have NOT selected the auto-play setting variables under Tools/Options. For more information, see Changing Your Voice Message Playback, on page 46.

To play a voice message without Auto-play

1. Select the voice message in the inbox.

2. Click **QuickPlay** to open the Mitel Networks QuickPlay toolbar.

3. On the Mitel Networks QuickPlay toolbar, click the Play button to hear the voice message with your speakers.

   or

1. Double-click the voice message in the Outlook inbox.

2. Click the Play button under the subject header. Use the buttons under the subject header to stop, play, pause, fast forward, or review the voice message. If you want to hear the previous or next voice message, click **Previous** or **Next** on the toolbar.

Using Your Telephone as a Playback Device

Note: The following two procedures assume that your phone is idle, that you programmed Telephone as your playback device, and that you have selected the auto-play setting variable under Tools/Options. For more information, see Changing Your Voice Message Playback, on page 46.

Note: The voice mails must be in the Inbox of the Exchange Server for you to be able to use the telephone as a playback device.

To play a voice message with Auto-play When Previewing

1. Click **QuickPlay**.

2. Select the voice message in the Outlook Inbox.

3. Answer the phone to hear your voice message.

4. Use the Mitel Networks QuickPlay toolbar to stop or play the voice message.

5. If you want to listen to some other voice messages, you can select the other voice mails before you hang up.

To play a voice message with Auto-play When Opening

1. Double-click the voice message in the Outlook Inbox.

2. Answer the phone to hear your voice message.

3. Use the buttons under the subject header to stop or play the voice message. If you want to hear the previous or next voice message, click **Previous** or **Next** on the toolbar before you hang up.

Note: The following procedure assumes that your phone is idle, that you programmed Telephone as your playback device, and that you did NOT select the auto-play setting variables under Tools/Options. For more information, see Changing Your Voice Message Playback, on page 46.

To play a voice message without Auto-play

1. Click **QuickPlay** to open the Mitel Networks QuickPlay toolbar.
2. Select the voice message in the Outlook Inbox.
3. On the Mitel Networks QuickPlay toolbar, click the Play button.
4. Answer the phone to hear your voice message.
5. Use the Mitel Networks QuickPlay toolbar to stop or play the voice message.
6. If you want to listen to some other voice messages, you can select the other voice mails, and then click the Play button before you hang up .

   or

1. Double-click the voice message in the Outlook inbox.
2. Click the Play button under the subject header.
3. Answer the phone to hear your voice message.
4. Use the buttons under the subject header to stop or play the voice message. If you want to hear the previous or next voice message, click **Previous** or **Next** on the toolbar, and then click the Play button before you hang up.

Replying with Voice

Note: Recording a voice message requires a microphone attached to your PC. You cannot reply with the telephone, therefore the playback device button must be turned off.

To reply to a voice message or e-mail message with a voice message

1. Click the e-mail or voice message that you want to reply to.
2. Click Reply or Click Reply to All .
3. Click the Record button .
4. Say your voice message .
5. Click on the Stop button .
6. If you want to listen to your recording, click the Play button or click on the voice message part. If you want to re-record your voice message, click the Record button, repeat your voice message, and click the Play button to listen to your modified voice message.
7. If you want to attach a file, on the main menu bar, click **Insert**, **File**, and then browse for the file and attach it.
8. Click **Send**.

Forwarding with Voice

📝 **Note:** Recording a voice message requires a microphone attached to your PC.

To forward voice messages and e-mail messages with a voice message

1. Click the e-mail or voice message that you want to forward.
2. Click 🔊 Forward
3. Enter the e-mail address(es) for the recipients.
4. Click the **Record** button 🔴 .
5. Say your voice message.
6. Click the **Stop** button ⬜ .
7. If you want to listen to your recording, click the **Play** button ▶ or click on the voice message part. If you want to re-record your voice message, click the **Record** button, repeat your voice message, and click the **Play** button to listen to your modified voice message.
8. Click **Send**.

Creating Voice Messages

To create a voice message

1. Click 🔊 New .
2. Enter the e-mail address(es) for the recipients.
3. Click the Record button 🔴 .
4. Say your voice message.
5. Click the **Stop** button ⬜ .
6. If you want to listen to your recording, click the **Play** button ▶ or click on the voice message part. If you want to re-record your voice message, click the **Record** button, repeat your voice message, and click the **Play** button to listen to your modified voice message.
7. If you want to attach a file, on the main menu bar click **Insert**, **File**, and then browse for the file and attach it.
8. Click **Send**.

💡 **Tip:** Create a voice message and save it as a draft. At your convenience, you can continue or modify the message and then send it.

Using Outlook Web Access

You can use any computer with web access to access your messages.

Note: The Multimedia Outlook Plug-in is not supported when you launch your Unified Messaging through Outlook Web Access (OWA). We suggest that you install the Microsoft Exchange Multimedia Messaging Component so you have the ability to listen to your voice messages with a playbar or use Windows Media Player to play the attachment. The instructions and the extensions to download the Outlook 2000 extensions required for multimedia messaging are located at
http://<*your Exchange 2000 server name*>/Exchweb/Bin/emsetup.asp

Tip: Each multimedia recording is inserted into the message body as an attachment. When you receive a multimedia message, you must click the attachment to start the playback of the audio message.

Online Help is provided to assist you in the use of the Microsoft Exchange Multimedia tool. This help is accessed when composing or receiving a message.

- When composing a message, click the **Record** button, click **Start** and the Multimedia Control bar opens. Click on the drop-down menu on the right-hand side of the Multimedia Control window and then select **Help**.

- To access this help during message playback, expand the drop-down menu on the right-hand side of the Multimedia Control window that appears during message playback, and then select **Help**.

For more information on multimedia messaging, contact your system administrator.

NOTES